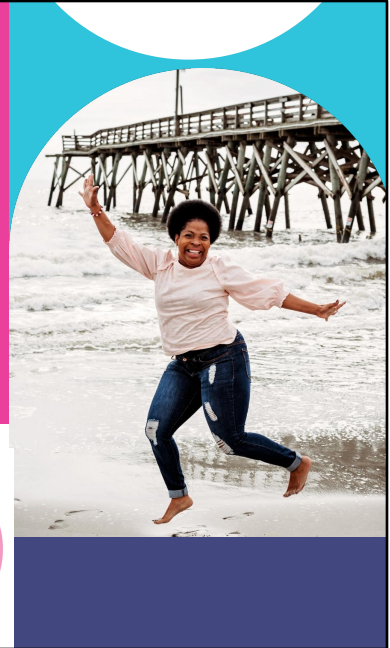


Little Pink Volunstar Training

Little**Pink**
Houses of HOPE



We have notes in this PowerPoint for your assistance. But this is NOW your Powerpoint! Change the notes so that they are helpful for you in the moment,. Powerpoints can be printed out with Notes pages next to the slide if that is helpful for you to reference.



The Little Pink Way

Hope is our currency. We spend it intentionally.

Love is our response. We lead with it first.

Everyone belongs here. No exceptions.

People are our mission, not our means.

Joy is not optional — it is essential.

We protect the people who do the work.

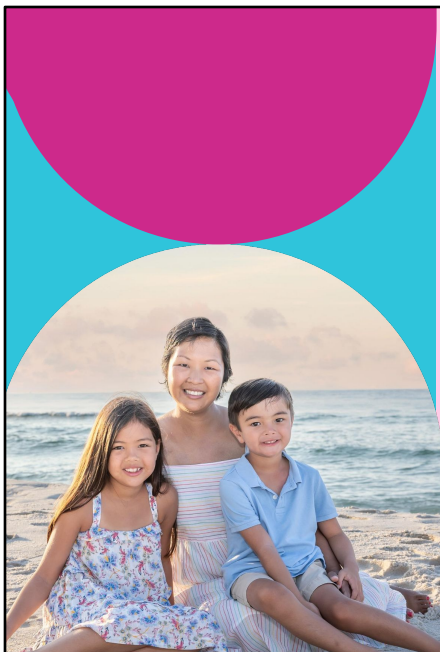
Care is how excellence shows up.

Trust is our most valuable asset.

We choose faith over fear.

We steward what love began.

After reading, let everyone choose what phrase means the most to them. Or you can choose one to be your motivational phrase for the week.



Little Pink mission

We surround families with a huge loving embrace as they are going through the physically, socially, emotionally, and financially draining cancer journey. We give each family a renewed sense of **HOPE!**

**What caused you to say YES
to this week?**

Leader should begin discussion by introducing & explaining their 'why'. Set the example and keep it brief as not to overwhelm anyone who may be feeling emotionally connected to their 'why' and to keep the training moving. Typically that looks like- "Tell us your name and where you are from and your Why". There will be more opportunities to get to know your team.

Our Story

Little Pink was founded by breast cancer survivor, Jeanine Patten-Coble in 2010. We have served more than 1500+ families to date Headquartered in Burlington, NC

Jeanine's story:

https://vimeo.com/64565098?embedded=true&source=vimeo_logo&owner=14792234

Our Reach

Alabama, Arizona, California, Colorado, Connecticut, Florida, Georgia, Maryland, North Carolina, South Carolina, and US Virgin Islands.



Here is the link to the video Jeanine's story:

https://vimeo.com/64565098?embedded=true&source=vimeo_logo&owner=14792234. Cue the video up ahead of time in a different tab. Practice this so that you are ready to go.

Often times, people will ask the question- "How are families chosen?" This is not a completely random lottery system that is influenced by guaranteeing a balance of diversity, like cancer types, and ages of children to make the week the most successful. When we create a comfortable environment for everyone, we increase the likelihood of healing.

YOU make it possible!



Thank you for your generosity and heart in serving others well!

We are excited to begin this journey together and are dedicated to making the week memorable for everyone involved.

Team building activities

You might have team building activities that you already use in your work or service. Feel free to incorporate those. If not, there are a few team building activities that are in littlepink.org/forms-access for you to review. Review these ahead of time and pick one that works for your group and space. Double check that you have all materials necessary and are ready to go.

Team Building



1. 10 Things

Find a partner and work together to identify 10 things you have in common. Once you are done, be prepared to share out to the larger group.

2. This or That

A **This or That** game is a great icebreaker for volunteers. Read each pair and have participants choose one side or move to different areas of the room based on their answer.

3. Director Choice

Goal: Get to know one another better and discover unexpected connections!

Pick one or 2 activities to use to integrate your team! Feel free to choose your own or something you've enjoyed in the past.
This or That lists are easily available online.



Review why each of these is so important in the volunstar role – use the notes for each area to help the discussion with your team.

Integrity	Influence
You do the right thing, even when no one is looking. You act on conviction, impulses, and adhere to strong ethical principles. -What parts of your role require integrity? -How can you demonstrate integrity? -How does integrity build	Your presence, attitude, and actions are changing a person or thing in an indirect but important way. -How might someone be influenced by the way you volunteer? -What attitudes or behaviors do you hope others see in you? -Have you ever been positively influenced by



Integrity Possible Answers: You will need to report anything that you may not want to- For example, a family brings a dog and that is not allowed. Here are some discussion prompts and sample responses you could use for a volunteer training or team meeting:

Integrity: *You do the right thing, even when no one is looking. You act on conviction rather than impulse and adhere to strong ethical principles.*

Discussion Questions

- What parts of your role require integrity?
- How can you demonstrate integrity in your role?
- Why is integrity important when serving others?
- How does integrity build trust within a team?

Sample Responses

Parts of my role that require integrity:

- Being honest about what I can and cannot accomplish.
- Respecting confidential information.
- Following through on commitments.
- Using resources responsibly.
- Treating everyone fairly and with respect.

Ways I can demonstrate integrity:

- Showing up when I say I will.

Admitting mistakes and learning from them.

Communicating honestly and transparently.

Following policies and procedures even when no one is watching.

Doing quality work regardless of whether I receive recognition.

Group Reflection:

"Integrity isn't revealed when things are easy—it's revealed in the choices we make when no one is watching and when taking the easy way out would go unnoticed."

Influence Possible Answers: It will be important for you to show up ready to go- leaving any emotional baggage or things going on at home to the side so that your attitude is ready to love. You will also need to make sure that you DO NOT try to influence others with a personal agenda about your politics, medical advice, and more.

Influence

Your presence, attitude, and actions are changing a person or thing in an indirect but important way. We are models in whatever we do.

Discussion Question

What volunteer roles embody being a person of influence?

Possible Responses

The reality is that **every volunteer role carries influence**, but some examples include:

Retreat Leaders – Set the tone for the entire retreat experience through their attitude, energy, and encouragement.

Mentors/Buddies – Influence participants through one-on-one relationships, support, and friendship.

Hospitality Team – Create a welcoming environment that helps guests feel valued and cared for.

Meal Team – Demonstrate generosity, service, and community through their actions.

Activities Team – Encourage participation, fun, and connection among retreat guests.

Prayer Team – Influence the spiritual atmosphere through encouragement and support.

Setup and Cleanup Teams – Model servant leadership by doing important work that often happens behind the scenes.

Reflection Questions

How might someone be influenced by the way you volunteer?

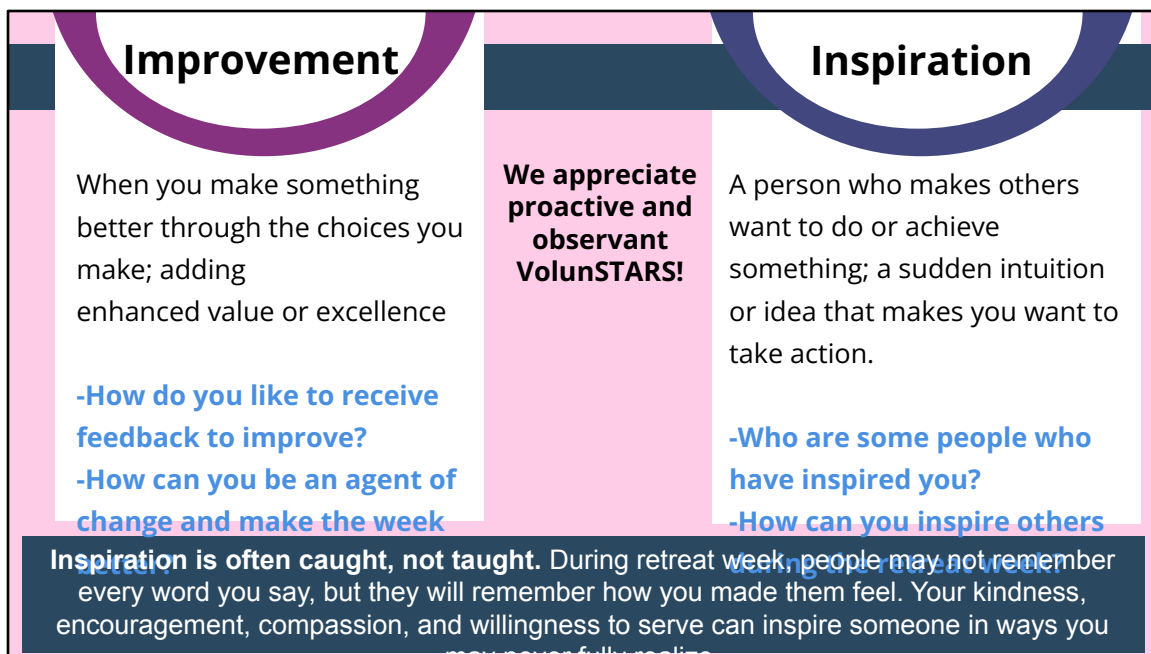
What attitudes or behaviors do you hope others see in you?

Have you ever been positively influenced by another volunteer? What did they do?

Key Takeaway

Influence is not about position; it's about example. Every volunteer has the

opportunity to impact retreat guests, fellow volunteers, and the entire Little Pink community through the way they serve, speak, and show up for others.



Improvement Possible Answers: We have a process for feedback that we use with Little Pink that you can explain you will use with them: 1) Ask them if this is a good time 2) Share Observations and how it is impacting 3) Questions from both parties to seek to understand and 4) Wrap it up. All Feedback given this week is designed to help you in your volunstar experience and for your growth,

Inspiration Possible Answers- Your role as a volunteer will be inspiring to families, kids, Team pink, community leaders, community members, other Little Pink Volunstars and your Co-Leaders.

Improvement

When you make something better through the choices you make; adding enhanced value or excellence.

Discussion Questions

1. How do you like to receive feedback to improve?

In the moment or after the event?

Privately or in a group setting?

With specific examples and suggestions?

Through encouragement and coaching?

2. How can you be an agent of change and make the week better?

Looking for ways to help without being asked.

Bringing a positive attitude, especially during challenges.
Sharing ideas that could improve the guest experience.
Being flexible when plans change.
Encouraging fellow volunteers and recognizing their efforts.
Identifying problems and helping find solutions.
Leaving things better than you found them.

Reflection

Think about a time when someone made a positive change through a small action. What did they do, and what impact did it have?

Key Takeaway

Improvement doesn't always come from big changes. Often, it's the small choices—offering encouragement, solving a problem, helping a teammate, or stepping up when needed—that make the greatest difference. Every volunteer has the opportunity to leave the retreat, the team, and the guest experience better than they found it.

Inspiration

A person who makes others want to do or achieve something; a sudden idea or influence that motivates action.

Discussion Questions

1. Who are some people who have inspired you?

A parent, grandparent, or family member
A teacher or coach
A mentor or friend
A volunteer leader
Someone who overcame adversity
A public figure whose actions or values you admire

2. How can you inspire others during retreat week?

Lead with a positive attitude.
Encourage guests and fellow volunteers.
Share hope through your words and actions.
Be present and truly listen to others.
Serve with joy, even in small tasks.
Show kindness when someone is struggling.
Demonstrate resilience when challenges arise.
Celebrate others and help them recognize their strengths.

Reflection

Think about a person who inspired you. What qualities did they have? Were they inspiring because of what they said, or because of how they lived and treated others?

Key Takeaway

Inspiration is often caught, not taught. During retreat week, people may not remember every word you say, but they will remember how you made them feel. Your kindness, encouragement, compassion, and willingness to serve can

inspire someone in ways you may never fully realize.



We are Family!

Team meetings: We will meet promptly at the assigned time each morning and after the daily events. Please be ready as directed.

Communication

text group, social media, APP

House care

Laundry, meals, kitchen, trash - take care of each other! Respect privacy and personal items.

Self-care

Many physical, mental, and emotional details throughout the week - please manage yourself well

Volunteer dress

T-shirt and name tag, modest

Be prepared to do anything you can to make the week amazing for everyone involved.

What is your T-shirt speech?

How to tell your LP story

- Start with basic LP info
- Add your hook - why are you here; what does LP mean to you?
- Short info about the week



Website - littlepink.org

Be prepared to be a LP Ambassador!

• Give them a business

Explain what a t-shirt speech is and how when we are all together in the community we often get asked about who we are, what we are doing, etc.

Activity: Ask volunteers to practice their t-shirt speech with another volunteer. Have all volunteers take a picture of the screen and save it to their favorites on their phone. This way, if anyone wants more information and they DO NOT have a business card with them, they can share this with them. **Prep:** Give Volunteers Volunteer Business cards

We have an APP for this and...



SmugMug Candid Photos

For candid photos: we use a shareable folder from SmugMug. Your leader will share the link for your retreat candid folder. Please upload photos by Saturday after the retreat so everyone can enjoy them.

Be **selective and eliminate** duplicates before adding.

These photos are for the families - **volunteer pics should be shared in group text, etc.**

There is no need to download an app or log in to add photos to the gallery. But if you want **to view**

an APP for that!



Comprehensive
App for
Participants and
Volunstars

Public facing app
with Login
credentials for
both groups

Common issues:
font size
hitting participant or volunstar- being
in the wrong role

SmugMug Prep: Send everyone the link as a text message prior to the retreat that was emailed to you. This is a time to double check that everyone has connected to it and knows how to use it. **LP APP prep:** In your group text prior to the retreat, tell everyone to review the app and to start learning more about the family(s) that they have been assigned. Have superusers help new volunstars/ those less tech savvy. Activity: Ask Questions- "Which family is from Texas? Where are we going for lunch on Tuesday? What is a certain Volunstars' phone number? What is the occupation of this participant?"

Let's meet the families!



Using the APP, share information about your family

Ask questions

Family information is to be kept confidential.

Everyone's journey is different. Try not to come to conclusions about the outcome of the individual's journey.

Focus on the family, not the diagnosis.

Write welcome notes to your families now to leave in their

**What's the most important way you
can make each person feel seen
and welcome?**

KNOW THEIR NAMES!

Remind team that we are not here to judge parenting styles. Provide an example of a welcome note by reading sample. I keep one in the notes of my phone so that I have it ready for every retreat and don't have to construct a new one each time. There is lots to remember so this is just one thing I don't have to think about. Remind team about the facebook group and putting names w/ faces. Use downtime during check-in to familiarize each other. The goal is to know everyone's names not just your assigned family.

Property Preparations

Prepare Participant Houses in Assigned Teams

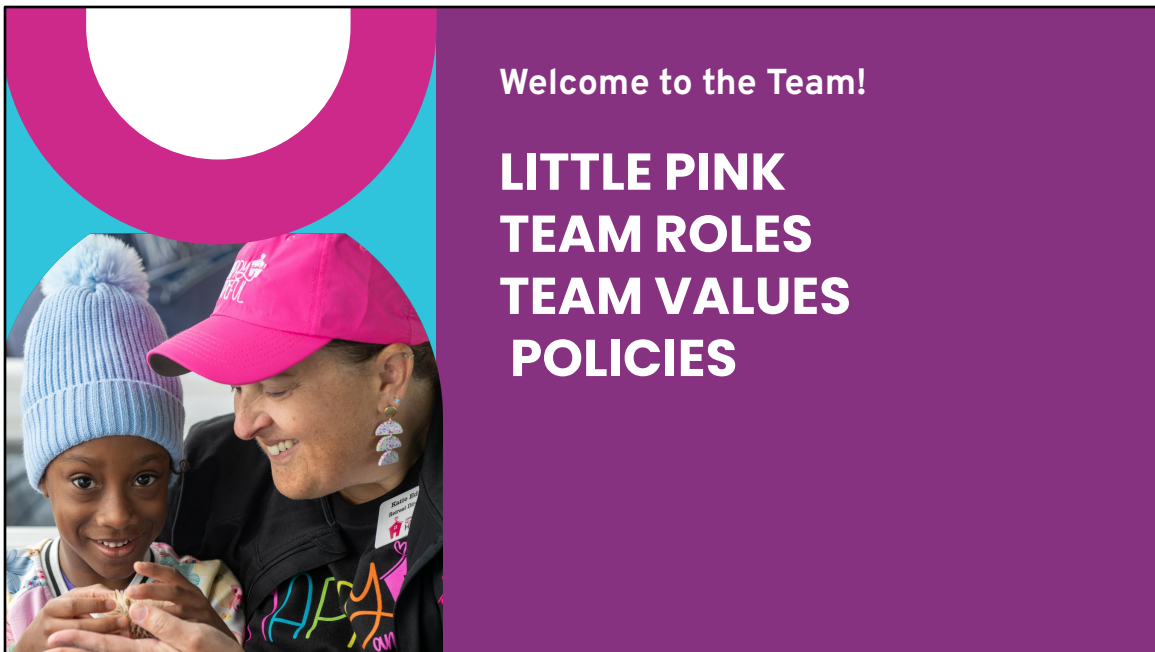
Take these items - as specified by your leader

- Linen bag moved inside (if applicable)
- Household Care basket (if applicable)
- Water
- Welcome gift bag
- yard sign
- welcome note written by volunstar

When entering the property, do the following:

- verify entry code works
- verify WiFi works - password in APP
- verify the water and hot water are on
- verify sheets on beds if no linen bag is present
- locate property notebook/info to share with family
- inspect: note stains, broken items or ones you move, etc.(take photos on phone - send to director)

Prep: Already have a plan of pairing up your Volunstars to go to the houses. Base this on who has a car, location of houses, etc. Try to let Volunstars go to their families' houses. But this may not always work if they have multiple families because of logistics. Have Volunstars take a picture of this screen to be able to review during their preparation at all of the houses. Tell them to take pictures of anything broken. Make the environment welcoming. We want each family to feel loved the minute they walk into their space for the week.



Sunday morning start here

You are setting a tone as the Director this morning for the success of the day. Plan for a Morning Devotion or Heart talk, go over information, have another team building activity. Be very mindful of the time of this meeting and the timing of check in. For example, you do not need to have a meeting at 8 am for a check in that is at 2 pm. Rather, plan on making a great breakfast for the group and spending some time in fellowship in the morning and maybe start your meeting at 9:30am. Also be mindful of other things that still have to be done (last minute housing issues, items that have to be run to a location, etc.)

RETREAT ROLES

Every retreat staff member is valued for what they add to the week for the families.

DIRECTOR

Emcee of the week

Leads and loves the families and volunstars

Financial manager

Facilitates relationships

Assigned to families to serve and meet their needs

Commits to serve entire week

Stays at volunteer house

VOLUNSTARS

COORDINATOR

Community Liaison

Retreat week details and schedule

Leads and loves Team Pink

InKind manager

Community liaisons

Works year round with Coordinator to develop retreat schedule, donors, support system

Does not have to be present 24/7 during retreat week



Go through and explain the roles of each person.



Go through this one by one. Think about your schedule and address examples of one on one contact scenarios: “If we are at the beach and a child needs to go up to the restroom, you have to take another volunteer with you or have their parents take them” Stress to everyone (especially Team Pink) that they cannot put any pictures on social media- they do not have releases to do this. Any pictures that they take should be sent to the Director or they can be added to be able to add to SmugMug. I would only do this for people that are really going to be taking pics as their job during the week on Team Pink, not all of them. Team needs to be reminded that they are not to be drinking at any event with participants. Remind everyone of Dress code. **This slide must be incorporated into your training!**

Retreat Week Schedule

Everything on the schedule is **100% optional** for families. Always encourage your family to come, but never make them feel obligated. Do not take it personally if your family does not participate in all activities; it has nothing to do with YOU or Little Pink.

Let the coordinator go over the schedule for the week. Remind them to do it all at a high level and that you will conduct daily meetings with Volunstars to review specifics for the day.

It's all about the families!

Conversations are key to connection

Helpful hints...

Be interested, not interesting

Be careful with questions that may offend

Reminders...

Family information is to be kept confidential.

Everyone's journey is different. Try not to come to conclusions about the outcome.

Focus on the family, not the diagnosis.



KNOW THEIR NAMES!

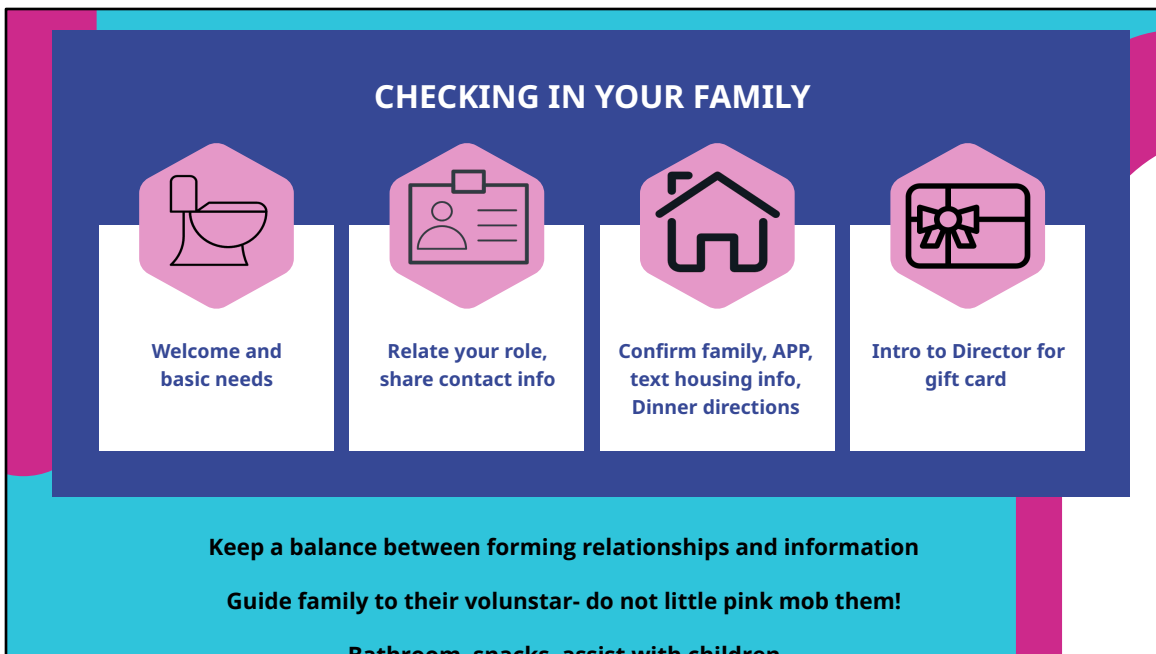
Reminder that politics is off limits!



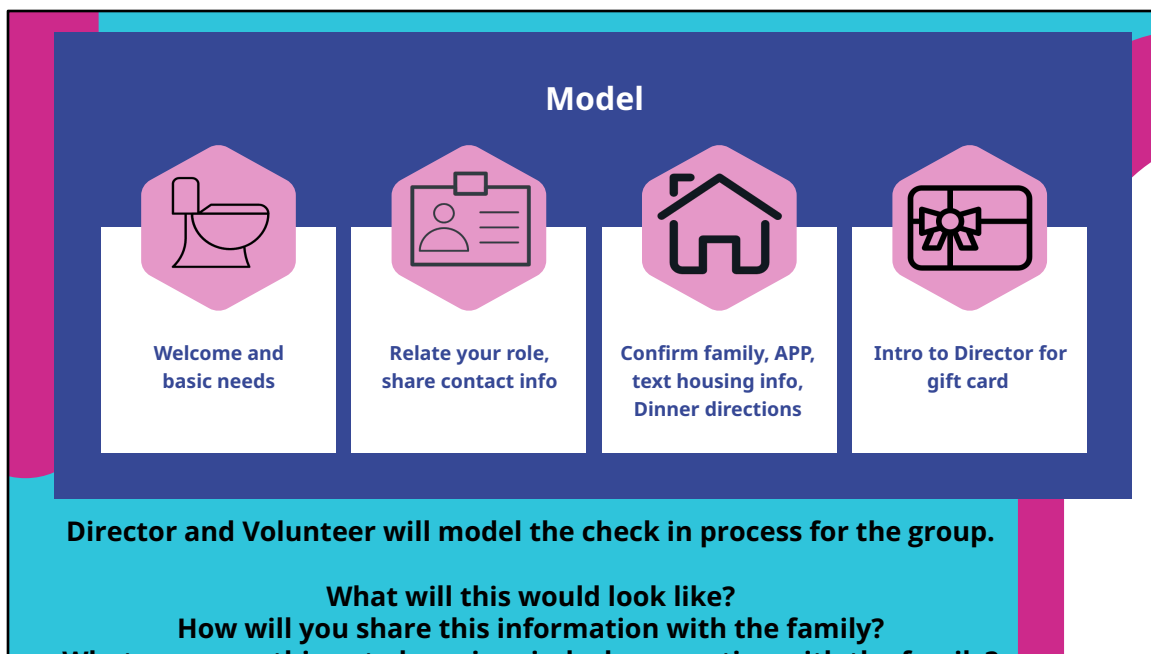
Family Welcome Day!

- Final preparations**
- Check-in procedure**
- Welcome Dinner**

Start this part with a very clear “Here is how the rest of the day is going to go. Also make sure that they understand what time they have to leave for Check in, what they are to wear, any other supplies that need to go with you, and car assignments. Be mindful of other things that still have to be done (last minute housing issues, items that have to be run to a location, etc.)



Go over any logistics and prep that will have to happen prior to dinner- any volunstar decorating, drinks, cookies, etc. Explain what little pink mob means. Provide examples of real feedback rec'd from participant of how people felt overwhelmed with hugs from strangers, etc. If you have new volunstars, do a role play of exactly how this meeting should look- from the walk in to the handoff to the Director. Then share what you will be going over with them as the Director (so that they know)



Modeling is the best way to give your volunteers confidence with this task. Feeling like you know what to do gives you the ability to do it well, which translates to the families.



Go over any logistics that will have to happen prior to dinner- any volunstar jobs regarding food, decorating, etc. Explain the logistics of the meeting and help or aid that you might need. Explain what the plan is for kids during the meeting- are they staying in the room or is there an option for them to leave (playground, kids room, etc). Make sure that if there is a plan for the kids to leave, that everyone knows exactly who they are responsible for and that there is a fun plan for their activities, reassure parents that there will be volunstars caring for the children.

You will need to assign someone to do name tags

WE LOVE YOU!

L

Lean on each other - We are here for you and welcome the chance to love and serve you. We are a team!

O

Optimize your resources - take care of yourself as you serve!

V

Vision carriers - you are our greatest ambassadors!

E

Empower you in serving - you bring great creative energy and life experience to the week - SHINE!

A photograph of two women hugging outdoors. The woman on the left is wearing a bright pink tank top and has her arms around the woman on the right. The woman on the right is wearing a white t-shirt and has her arms around the woman on the left. They are both smiling and looking towards the camera. The background is a blurred green landscape with trees and a clear sky.

We used our own words or these letters- but feel free to make them yours!